

Essentials of Management

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Overview

DESCRIPTION

The program can effectively address a wide management audience; however, it will be of little value for non-supervisory personnel. The curriculum is designed to integrate training activities with the supervisor's day-to-day work. Thus, employees without supervisory responsibilities will be unable to complete most phases of the program.

Leading *Clarifying the role and requirements of the super-visor's position: the role, the transition into supervision, responsibilities. Myers-Briggs Type Indicator.*

Planning *Defining, planning, and organizing the work of the supervisor's unit for maximum efficiency and communication. Effective meetings. Labor relations and working with labor unions.*

Resolving *Defining conflict, how type fits into conflict, assessing individual Conflict Management Approaches, steps towards conflict resolution, practicing conflict resolutions and applying best CMA.*

Developing:

Part 1 *Implementing the work plan. Defining performance. Defining jobs. Performance Management Systems. Designing and communicating performance expectations.*

Part II *Observing and documenting work. Communicating with employees. Conducting performance appraisals. Learning how to use delegation as an effective management tool.*

Controlling *Corrective action for conduct and performance problems. Progressive discipline in policy and practice. Effective counseling for solving problems with employees.*



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CE Credits

The Essentials of Management is available for the following types of credits:

POST (Peace Officer Standards and Training)

Notify the instructor at the time of the class to sign a separate roster.

OPI (Office of Public Instruction) Renewal Units

Contact the Professional Development Center before the beginning of the class at pdc01@mt.gov to get the paperwork going.

Other Continuing Education

The Professional Development Center can provide certification to submit to your association.



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"This course has provided a variety of tools for me to use as a new manager. The instructors were insightful, knowledgeable, and helpful. My classmates were wonderful! What a great experience. Thank you."

"The overall course has been very informative, interesting, open, and a great package of tools that can be applied to using different approaches in management." "Good class. Thought-provoking."

"I think the whole course was well organized, very professional, and highly educational. I have already used some of the tools and techniques and have plans to use others as well."

"Overall, well done, well laid out, good organization, and excellent exercises. Discussions and practice exercises garnered good feedback."

"Very good class. I gained valuable information on handling difficult situations that may come up with employees."

